FollowMyHealth Features Guide: Viewing Your Appointments via FollowMyHealth Phone Application
The mobile portal views will look slightly different on an Android phone vs. an iPhone. But, they both have the exact same tab functions.

Please note that the following screenshots will be views from an Android Phone.
Viewing Your Appointments via FollowMyHealth Phone Application

1. Click on this icon to open your main menu options.

2. Select “Appointments”.

- Setup a Mobile Passcode to sign in faster.
- You have 83 unread emails in your mailbox.
- You have 1 unpaid bill.

Recent Activity

- FMH-QAR-PROPM1 added 1 notes to your record. 6/21/2017
- You added Glucose BldC-mCnc to your health record. 5/10/2017
Viewing Your Appointments via FollowMyHealth Phone Application

2. The middle tab shows all your past appointments.

3. The right tab shows all your other appointments, including your cancelled appointments.
4. The left tab shows all your upcoming appointments. Click on an appointment to view its details.
Rescheduling Your Appointments
1. If you want to send a rescheduling request for your upcoming appointment, click “Reschedule”.

Rescheduling Your Appointments via FollowMyHealth Phone Application
2. Select in the drop-down menu when you would like to have an appointment. Then, select the day(s) that you’re available to have this appointment.

3. Select in the drop-down menu your desired time frame for this appointment.

4. Click “Add this time slot.”
Rescheduling Your Appointments via FollowMyHealth Phone Application

5. If you would like to add another time preference on when you’re available for an appointment, click on “Add a time slot”. This will go back to the screenshot on page 7.

6. Click “Next”.

Note: If you want to remove the time preference to add a different time preference, click on the trash can icon.

Note: Your date and time preference are saved below.
7. Type the reason for your appointment in this section. You will not be able to move forward without this section completed. The body of the message is limited to 40 characters.

8. Optional: Type any comments.

9. Click “Send Request”.

Note: If you want to change the time preference, click “Change”. This will go back to the screenshot on page 8.
Rescheduling Your Appointments via FollowMyHealth Phone Application

10. You’ll receive this confirmation that your request to reschedule your appointment was sent.

11. You’ll also see a “Pending Reschedule” appear on your upcoming appointment. This will disappear once this appointment has been rescheduled.
Rescheduling Your Appointments via FollowMyHealth Phone Application

1. Click on this icon to open your main menu options.

After sending a rescheduling request to the clinic, you will receive a message in your Inbox to confirm the date and time of your appointment. Follow the instructions below to go to your Inbox.

2. Select “Messages”.

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Rescheduling Your Appointments via FollowMyHealth Phone Application

3. Here is your inbox of messages received from the clinic. Click on the message highlighted in pink.

4. This message is the response from the clinic, confirming the date and time of your rescheduled appointment.
5. You will also receive an automated confirmation message from the clinic in your Inbox. Click on the message highlighted in pink.

6. This message contains:
   - Date and time of your appointment
   - Provider you will be seeing
   - Clinic location of your appointment
   - Clinic’s contact information
Rescheduling Your Appointments via FollowMyHealth Phone Application

Your rescheduled appointment will also show in the “Upcoming” tab under the “Appointments” section.
Canceling Your Appointments
Canceling Your Appointments via FollowMyHealth Phone Application

1. If you want to cancel your upcoming appointment, click “Cancel”.
2. Type the reason for canceling your appointment in this section. You will not be able to move forward without this section completed.

3. Click “Yes Cancel This Appointment”.

Canceling Your Appointments via FollowMyHealth Phone Application
Canceling Your Appointments via FollowMyHealth Phone Application

4. You’ll receive this confirmation that your request to cancel your appointment was sent.

5. You’ll also see a “Pending Cancellation” appear on your upcoming appointment.
Once your appointment has been successfully canceled by the clinic, it will no longer show up in the “Upcoming” tab of your “Appointments” section.
If you need any assistance and/or support for your FollowMyHealth account, please contact:

Support Hotline: 1-888-670-9775
Email: support@followmyhealth.com